

UNCLASSIFIED STATE 00032281

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FM SECSTATE WASHDC  
TO ALL DIPLOMATIC AND CONSULAR POSTS COLLECTIVE  
RUEHTRO/AMEMBASSY TRIPOLI 6555

UNCLAS SECTION 01 OF 02 STATE 032281

FOR MANAGEMENT OFFICERS AND ICASS COUNCIL MEMBERS FROM  
THE REGIONAL INITIATIVES COUNCIL (RIC)

E.O. 12958: N/A

TAGS: [AMGT](#) [KICA](#)

SUBJECT: CMI: WORLDWIDE ROLLOUT OF ESERVICES

REF: STATE 1097

1. SUMMARY: A majority of missions have submitted statements affirming that they have launched the Collaborative Management Initiative (CMI). Many of these participated in the phased rollout of the newest version of eServices. Encouraged by this progress, the Regional Initiatives Council (RIC) is making the eServices software available for all posts to download as soon as they have affirmed CMI's launch. In response to requests from ICASS agencies, the RIC has authorized the development needed to give non-OpenNet users access to eServices. To ensure success in the deployment and use of the internet-accessible version, the RIC is mandating that by June 15, 2009, all posts install and deploy the most recent WebPASS suite, located on the PASS PMO website. On that date, earlier versions of WebPASS will no longer be supported by the technical staff on the PASS PMO Help Desk. In consultation with M/FLO and MED, special consideration has been given to using eServices to request CLO and MED services at post. END SUMMARY.

Moving from Launch to Implementation

2. Since January, 59 percent of all missions have affirmed their implementation of all steps in the CMI launch, as requested in reftel. Of these, nearly 80 missions have downloaded, installed, and successfully deployed to their customers WebPASS 2.06.02, eServices 1.09.01, and GSR 1.02.01. OpenNet users at these posts are now able to electronically request any of the 195 ICASS services available locally. At a few posts, this option is also available to USAID customers where connectivity has been established between OpenNet and the local USAID network.

3. Based on the success of this phased rollout, the RIC has agreed to make the software available to all remaining posts as soon as they complete the mandated steps in the CMI launch, enter the dates of completion on the CMI website, and submit an affirmation e-mail to the CMI point of contact in their regional bureau. The software packages will be available on or about April 15 on the PASS Program Management Office (PASS PMO) website at <http://pass.irm.state.gov/index.cfm>. PASS PMO will notify post IM sections, through their normal process, of the exact timing of the software's availability.

4. The RIC recommends that all remaining posts complete the

CMI launch steps and submit their affirmation statements as soon as possible but no later than the start of the summer transfer cycle. To ensure the smoothest possible transition to the new system, posts are advised not to download the software until they complete the CMI launch, which was designed to set the conditions for successful eServices implementation at post. eServices, in turn, is a prerequisite for transitioning to a new internet-accessible version of the software.

#### The Next Step: Internet Accessibility

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¶5. In response to requests from numerous ICASS customer agencies, the RIC approved and is managing the development of a new version of eServices that will give non-OpenNet customers the ability to submit service requests electronically through the internet. The target deployment date for this updated WebPASS software is June 15, 2009. Once the internet-accessible version is installed and deployed at posts, an OpenNet account will no longer be required to access eServices. This will enable employees with USG e-mail addresses to submit requests from workstations linked to non-State servers at post via the internet.

¶6. The successful deployment of internet-accessible eServices will require every post to have installed the latest version of the WebPASS software suite. Our scarce resources limit our ability to adequately support many different and older versions because of the significant programming changes that are incorporated in the WebPASS suite of programs, beginning with version 2.06.02.

¶7. Accordingly, as of June 15, 2009, the technical staff of the WebPASS Help Desk will assist only those posts that are using the latest versions of WebPASS and of all/all applications running under the suite. A complete list of the latest approved versions is available on the PASS PMO website at:  
[http://pass.irm.state.gov/index.cfm?Page=Grid &App=7&Cat=34&Display\\_Items=1](http://pass.irm.state.gov/index.cfm?Page=Grid &App=7&Cat=34&Display_Items=1). The PASS PMO office also wishes to emphasize that posts should not alter the PASS applications by any means other than those provided for by the application or documented in the PASS system and user manuals. Any other changes of data field content or data specifications will invalidate post's version of PASS; i.e., an altered version is no longer approved, certified or accredited for use on the OpenNet.

#### Using eServices for CLO and MED Services

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¶8. The transition to eServices has prompted a number of questions about its use for ordering ICASS services from post's Community Liaison Office (CLO) and Health Unit. CLO concerns are related to accessibility to a service that traditionally has been based on personal contact; Health Unit issues involve privacy concerns. The RIC has collaborated with the Family Liaison Office (M/FLO) and the Office of the Medical Director (MED) so that CLO and MED customers at post can enjoy the convenience that eServices offers without diminished accessibility or privacy.

¶9. The RIC consulted extensively with M/FLO to develop Uniform Service Standards (USS) for CLO, which contemplated using eServices as the data collection platform to improve and refine the USS. The RIC agreed with M/FLO that personal contact is the most common way that CLOs provide services to their clients at post, and that eServices should not interfere with that relationship. At the same time, as ICASS customers (and CLOs) become more and more familiar with requesting services through eServices, we foresee advantages in using eServices for some CLO functions. CLOs should consider which of their services may be most readily adapted to eServices requests (for example, newly assigned personnel might use eServices to request pre-arrival and welcome information) and which current eServices options may not work well. We encourage CLOs to use the "CMI Discussion Board and Feedback," on our website, <http://m.state.sbu/sites/pri/cmi/default.aspx>

, to communicate with one another regarding possible uses of eServices to better monitor workload, track performance, and serve customers. CLO clients will still have the option of sending requests directly to the CLO, outside of eServices; however, we encourage customers and CLO offices to use eServices whenever practicable because of its ability to seamlessly collect metrics and customer feedback.

¶10. Note to IMOs: When setting up the eServices system at post, include CLO activities in the set-up and link them to the generic (not personal) CLO mailbox. In this way, service requests for customers that choose to use eServices will go directly to the CLO mailbox, allowing the CLO in turn to go into eServices to provide the response.

¶11. The RIC also worked closely with MED to develop Uniform Service Standards and recommendations for the use of eServices when requesting services from post's Health Unit. Because Health Unit requests contain medical and other personal information, the use of eServices may not be appropriate for and should not be mandated as the sole means by which customers request Health Unit appointments. At the same time, on an optional basis, some Health Units may wish to pilot the use of eServices for service requests that do not require the exchange of medical or personal data.

#### Sustainability and Continuing Change

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¶12. Increased use of eServices at post will continue to generate recommendations by users in the field for enhancements and improvements. In order to properly manage the programming required by these recommendations, the RIC has created an eServices/WebPASS Working Group. User-recommended changes that are already in the development stage include internet-accessible eServices; changing the title of "Ask the Pro" and placing it at the end of eServices dropdown lists; and allowing the attachment of documents to service requests as needed. More information on the activities of the eServices/WebPASS Working Group, including a complete list of field suggestions under consideration, will be provided septel. In the meantime, users are encouraged to submit suggestions to their CMI points of contact:

Region	Regional Bureau POC	M/PRI POC
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AF	Sylvie Martinez	Jason Kalbfleisch
EAP	David LaMontagne	Joel Danies
EUR/IO	Bruce Andrew	Leo Voytko
NEA/SCA	Jennifer McIntyre	Steven Gibson
WHA	Margaret Kurtz-Randall	Stephanie Gillespie

¶13. Minimize considered.  
CLINTON